

CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge Career Award in Office Administration  
Foundation Level

**COMMUNICATION AND TASK MANAGEMENT**

**5222/A**

Core Module: Practical Assessment

2003

**1 hour 30 minutes**

Additional Materials: Typing Paper  
Answer Booklet/Paper

**READ THESE INSTRUCTIONS FIRST**

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper. Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks. Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

All printouts must be submitted at the end of the assessment.

If you use more than one sheet of paper, fasten the sheets together.

This document consists of **4** printed pages.

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Local Examinations Syndicate

**GUIDELINES TO CANDIDATES**

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

**SCENARIO**

Today your supervisor has given you the following tasks. After you have completed these, she would like to use them as examples for new junior administrators.

**TASK 1**

- Draft an *acknowledgement* letter in reply to the following letter of complaint. Promise a fuller reply when the results of our investigations are known.

Remember to use the rules for written communication.

**SUNSHI, SUCHI**  
Attornies  
23 Madeira Street  
SINGAPORE

Our ref JH/ret

9 July 2002

Hosea plc  
Fungish House  
156 High Street  
SINGAPORE

Dear Sirs

**CUSTOMER'S INJURY**

In a letter dated 5 July, our client has stated that she tripped and hurt herself during a visit to your Head Office on 3 July 2002. As a result she has since received medical treatment. No assistance was given or recorded at the time of the incident.

We shall be pleased to receive your comments.

Yours faithfully

J Hunshang

**TASK 2**

- You have been given **three** jobs to complete within a four-week period. You intend to work on:

Job 1 for the first week

Job 2 during the second and third weeks

Job 3 during weeks two, three, and four.

Using this information, carefully and neatly prepare a suitable chart to show your supervisor your planned activities.

- Prepare a chart to show that:

Job 1 took 10% of your time

Job 2 took 30%

Job 3 took 60%.

**TASK 3**

Sometimes it is difficult to meet deadlines with our work because we are not always aware of where our time goes.

- Give **five** examples of things that can cause a working day to become unproductive.
- Give **one** example of how to handle interruptions.

**TASK 4**

- What is another name for non-verbal signals?
- Why are non-verbal signals valuable?
- List **five** non-verbal signals.

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**SCENARIO**

Your supervisor has given you the following tasks.

**TASK 1**

## PART 1

- List **six** advantages of a fax machine.
- Give **two** problems that could arise when sending or receiving fax messages.

## PART 2

- Draft a memo to your supervisor, Sania Judani, giving **three** reasons why you think the purchase of a fax machine would be an advantage to the Purchasing Department.

Remember to use the rules for written communication.

**TASK 2**

- Give **five** ways in which work can be monitored.

**TASK 3**

- Give **one** benefit of setting objectives.
- Give **two** reasons why we set objectives.
- Who in a company is responsible for setting objectives?